



② HELP HOME

WHERE WOULD YOU LIKE TO GO? ▽

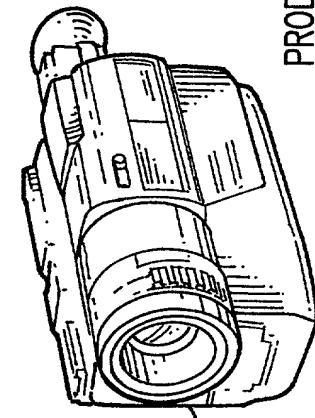
SALES Products Detail

VIEW SHOPPING CART

CHECK OUT

PRODUCT DESCRIPTION

ADD TO CART



10

CODE DCR-TR7000

DESCRIPTION DIGITAL CAMCORDER

PRICE UKP 593.97

CATEGORY ELECTRONICS

SUB-CATEGORY CONSUMER ELECTRONICS

PRODUCT WARRANTY 3 YR. 3 YR WARRANTY

LOCATION UNITED KINGDOM: UKP 133.65

TOTAL PRICE UNITED KINGDOM: UKP 133.65

THE WORLD: UKP 178.20

18 20

RETURN TO PREVIOUS PAGE

ADVANCED SEARCH | PRODUCTS | WARRANTIES | SHOPPING CART | HOME | ▲

FIG. 1

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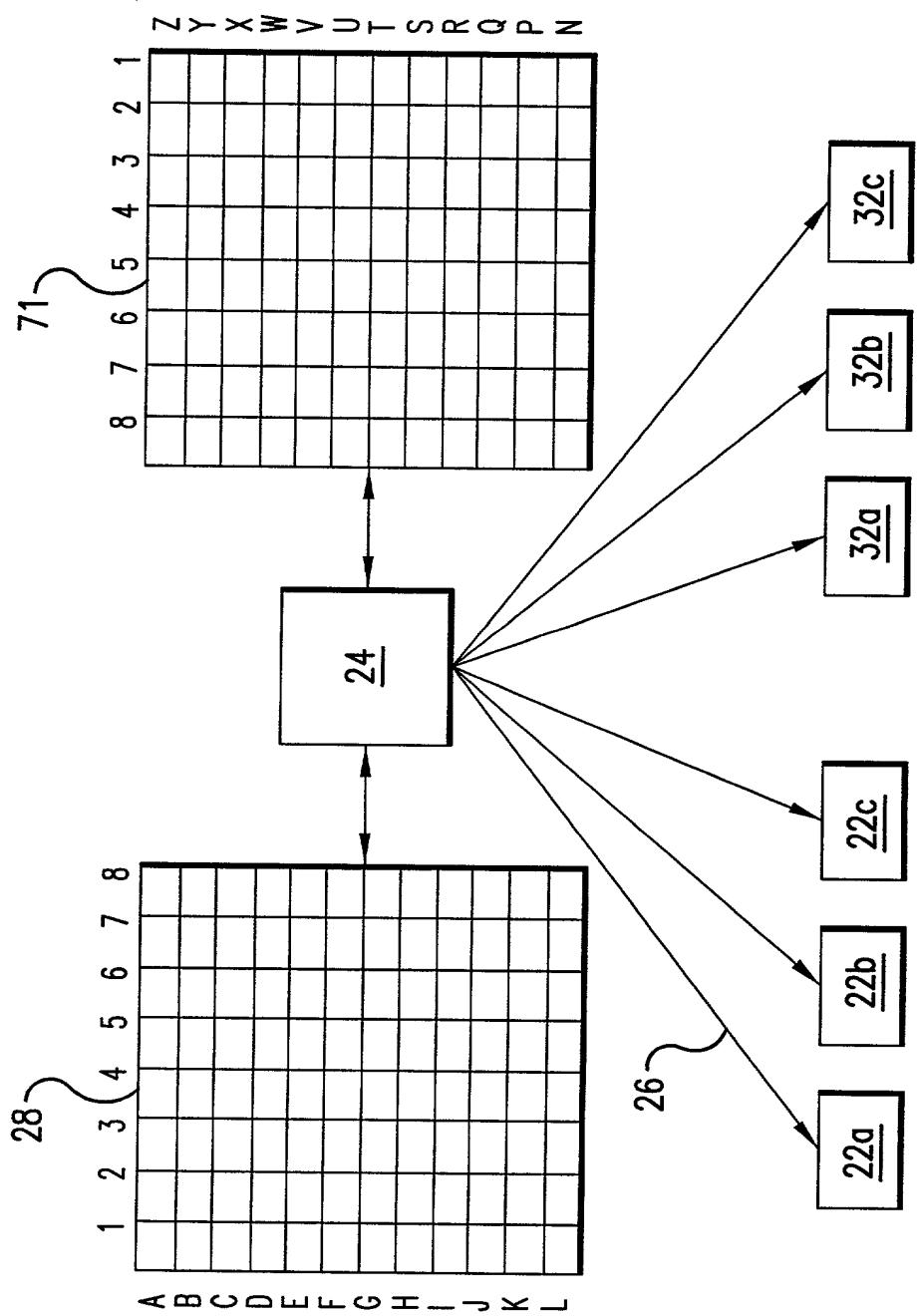


FIG.2

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 Warranti		24								
<u>WELCOME ROBERT THOMSON</u> <u>ADD NEW LOCATION</u> 22a <u>SORT/DELETE LOCATION</u>										
<u>UPDATE PERSONAL INFORMATION</u> <u>CHANGE USER</u> 42										
HOME		38	34							
		34	EDIT							
		68								
MANUFACTURER	PRODUCT	MODEL	72							
SONY	TV	21	HELP							
SONY	TV	27	HELP							
SONY	TV	27	HELP							
SONY	TV	32	HELP							
SONY	VCR	HIFI	HELP							
SONY	TUNER	T101	HELP							
IBM	LAPTOP	770E	HELP							
TOTAL										
CAR	44	EDIT	46							
MANUFACTURER	PRODUCT	MODEL	PRODUCT						SERIAL NUMBER	
SONY	RADIO/CD	RCD	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	R-1234
TOTAL										
HOLIDAY HOME				EDIT						
MANUFACTURER	PRODUCT	MODEL	PRODUCT						SERIAL NUMBER	
HITACHI	TV	60	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	H-1234
TOTAL										
NATALIE AT COLLEGE				EDIT						
MANUFACTURER	PRODUCT	MODEL	PRODUCT						SERIAL NUMBER	
<u>32</u>										
IBM	LAPTOP	760	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	982-1234
TOTAL										
IAN AT SCHOOL				EDIT						
MANUFACTURER	PRODUCT	MODEL	PRODUCT						SERIAL NUMBER	
<u>32</u>										
COMPAQ	LAPTOP	1643	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	CQ-1234
TOTAL										

FIG. 3A

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75 SITE MAP HELP LOG OFF
70

				SKY MILES EARN UP TO 25,000 MILES WHEN YOU JOIN E*TRADE* TODAY (90)		
16	40	18				
DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS	74
APR/3/1997	APR/2/2000	NORMAL	BERMUDA	100		
APR/3/1998	APR/2/2001	NORMAL	BERMUDA	125		
APR/3/1999	APR/2/2002	NORMAL	BERMUDA	125		
APR/3/2000	APR/2/2003	NORMAL	BERMUDA	300		
APR/3/2001	APR/2/2004	SILVER	BERMUDA	50	BUY DVD AND GET \$1.00 OFF	
APR/3/2002	APR/2/2005	GOLD	BERMUDA	250		
APR/3/2003	APR/2/2006	PLATINUM	WORLD	2200		
				3150		30
						5
DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS	
APR/3/1997	APR/2/2000	NORMAL	BERMUDA	50		
				50		
DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS	
APR/21/1991	APR/21/2000	NORMAL	USA	1500	BUY HOME THEATER AND GET \$150 OFF	
				1500		
DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS	
APR/3/1997	APR/2/2000	NORMAL	UK	500		
				500		
DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS	
AUG/21/1999	AUG/20/2000	NORMAL	UK	1200		
				1200		

FIG. 3B

COMPANY	<input type="text"/>
FIRST NAME	<input type="text"/>
LAST NAME	<input type="text"/>
ADDRESS	<input type="text"/>
CITY	<input type="text"/>
<input type="button" value="UPDATE"/>	<input type="button" value="RESET"/>

FIG.4



② HELP HOME

WHERE WOULD YOU LIKE TO GO ? ▽

CUSTOMERS Repair Status

PROBLEM DETAILS

REPORTED	2/21/00
STATUS	A
PROBLEM TYPE	HARDWARE
COMPANY	XL CAPITAL LTD
NAME	PAUL BENEVIDES
PRODUCT	DCR-TR7000
DESCRIPTION	DIGITAL CAMCORDER
MANUFACTURER	SONY CORPORATION OF AMERICA
PROBLEM	THIS COULD BE FURTHER DETAIL

34 38 52

ACTIVITY LOG ~ 48

ACTIVITY DATE	TEXT
2/21/00	PROBLEM ENTERED
2/21/00 12:12:00 PM	OFF-SITE REPAIR SERVICE ORDER GENERATED FOR MR FIXIT
2/21/00 12:17:00 PM	SHIPPING REQUEST GENERATED (LEG 1) FOR UPS EXPRESS
2/21/00 12:19:00 PM	PRODUCT COLLECTED 02/20/2000
2/21/00 12:20:00 PM	PRODUCT DELIVERED 02/21/2000 TO FRED

50

54

F|G.5

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COMPANY

NAME

DATE

PRODUCT

MANUFACTURER FAULT TYPE 58

PROBLEM 60

FIG.6

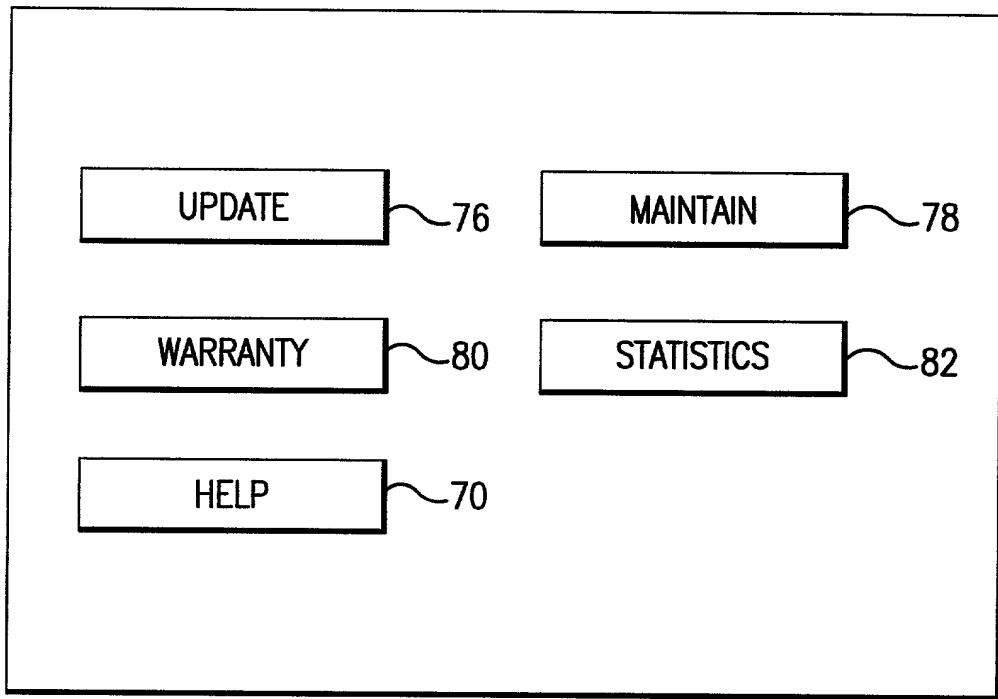


FIG.7

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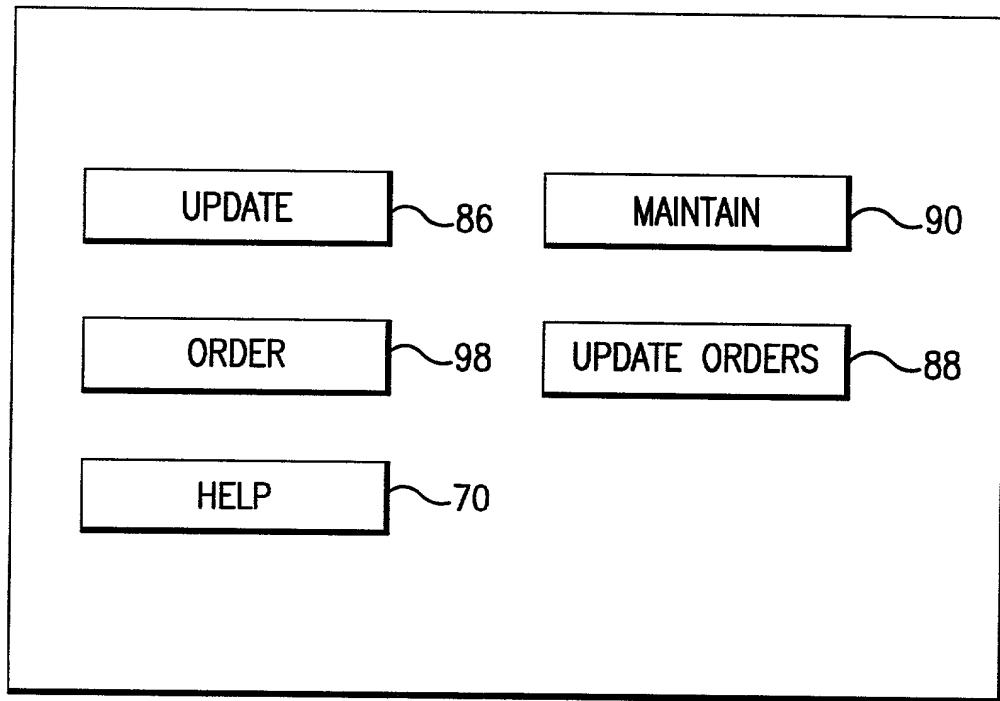


FIG.8

MF6	CODE	DESC.	FAULT	COST
XXXX	A-100	VCR	NO PICTURE	100
XXXX	A-100	VCR	OWY PICTU	80
XXXX	A-100	VCR	NO SOUND	75
XXXX	A-100	VCR	OTHER	50
XXXX	A-100	VCR	NO ALARM	30

FIG. 9

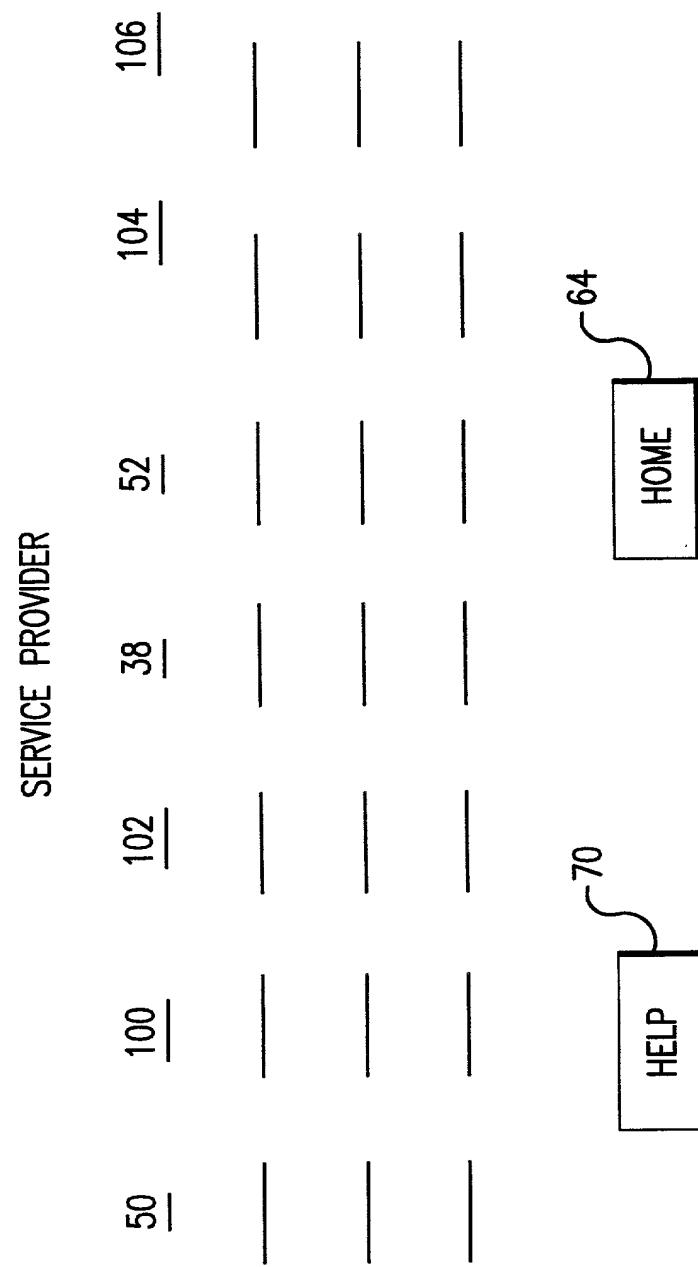


FIG. 10

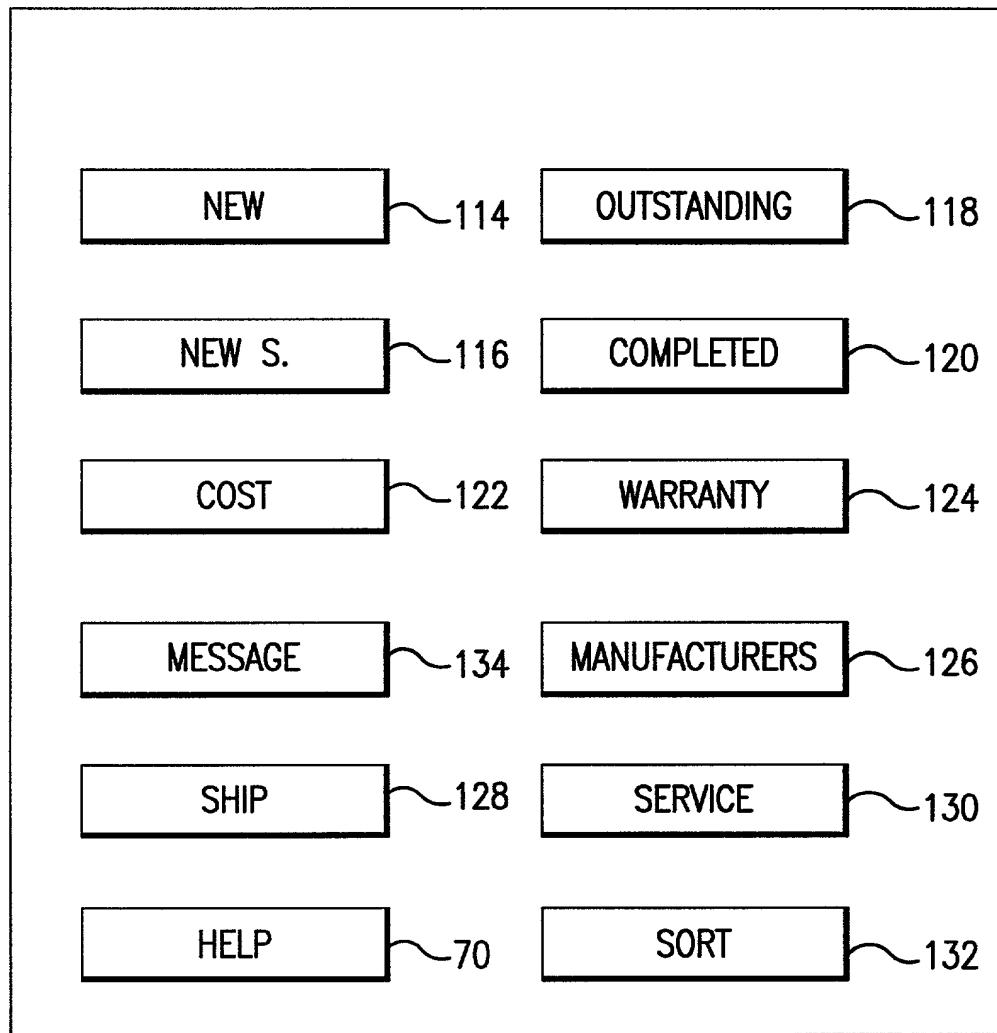


FIG. 11

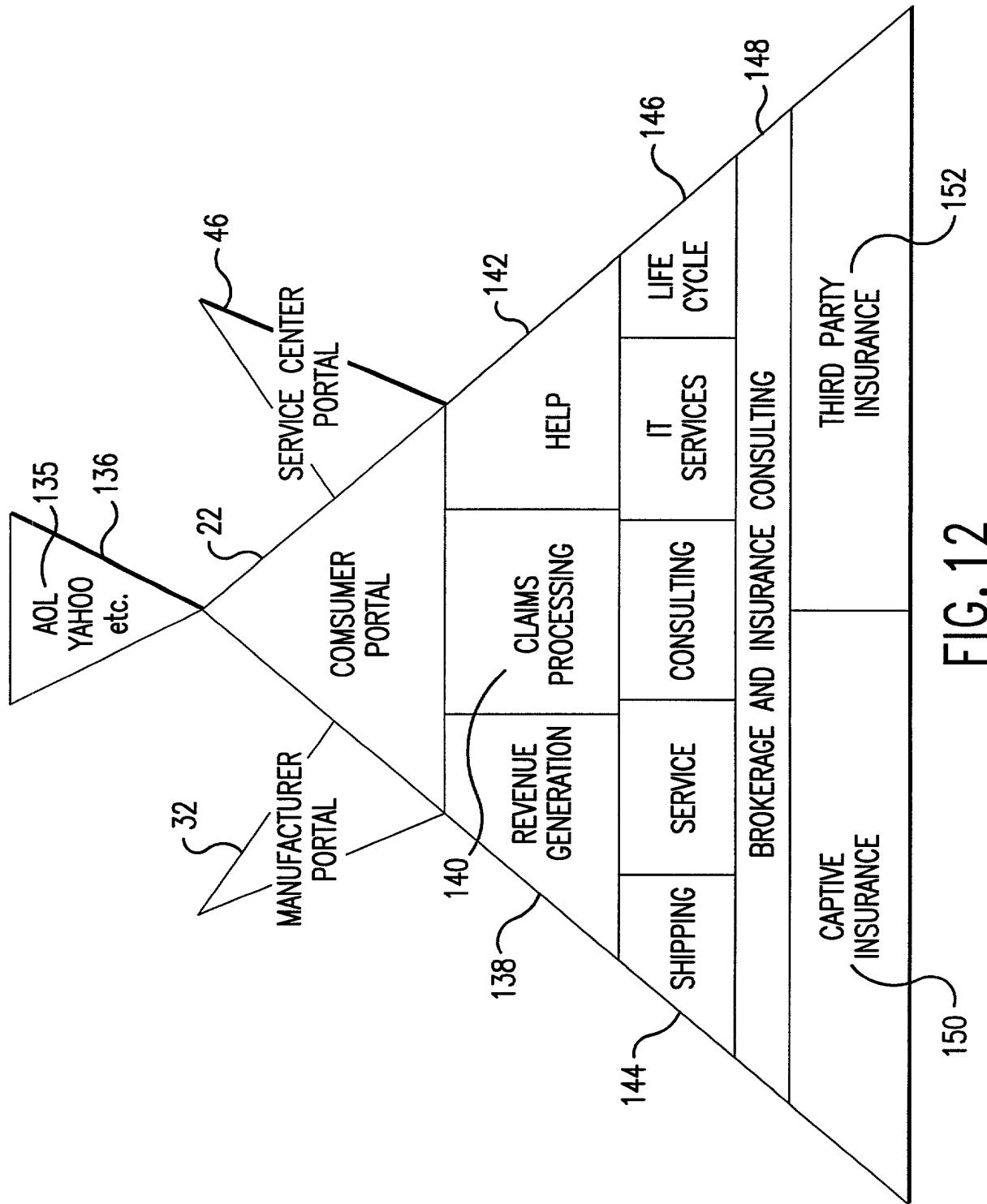


FIG. 12

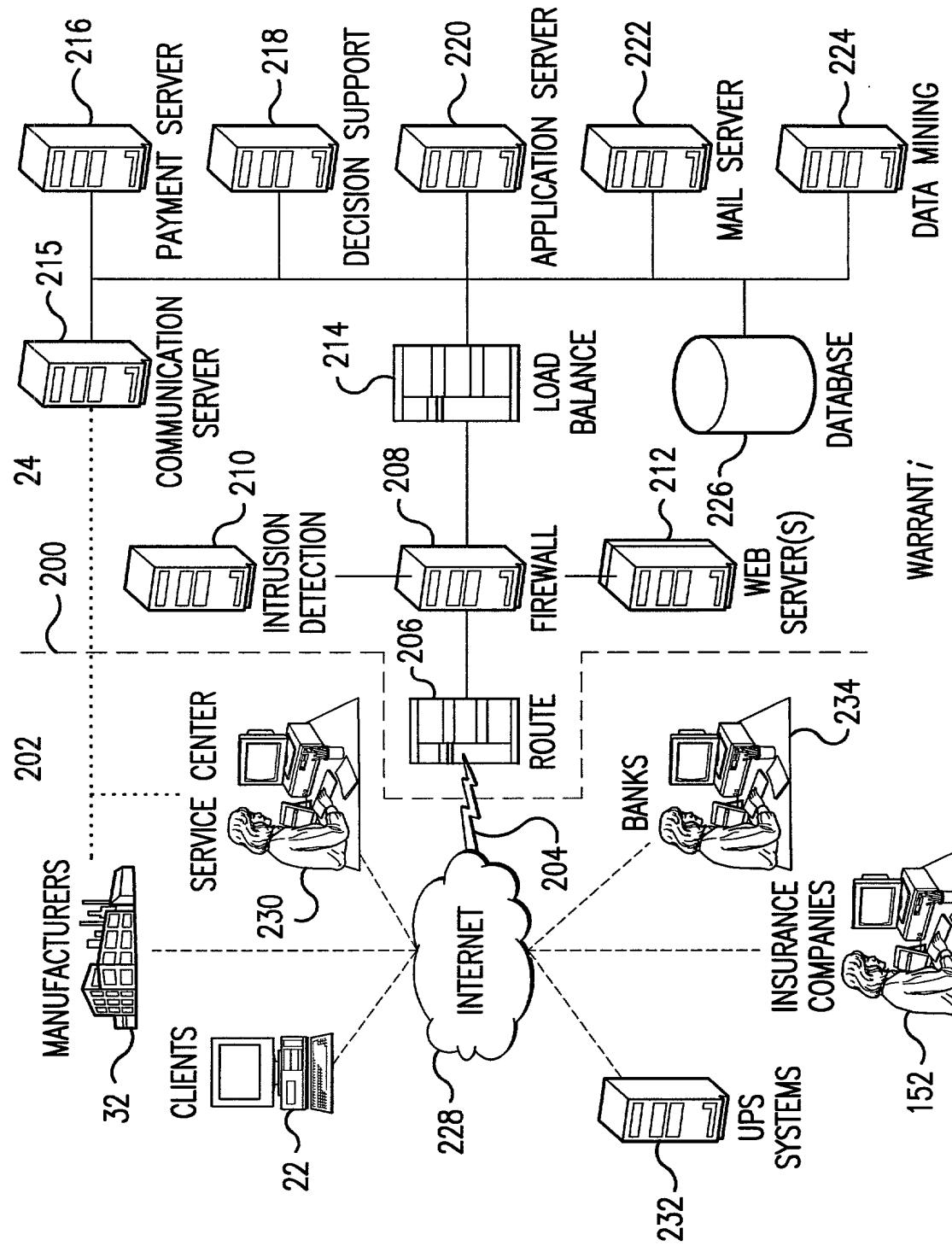


FIG. 13

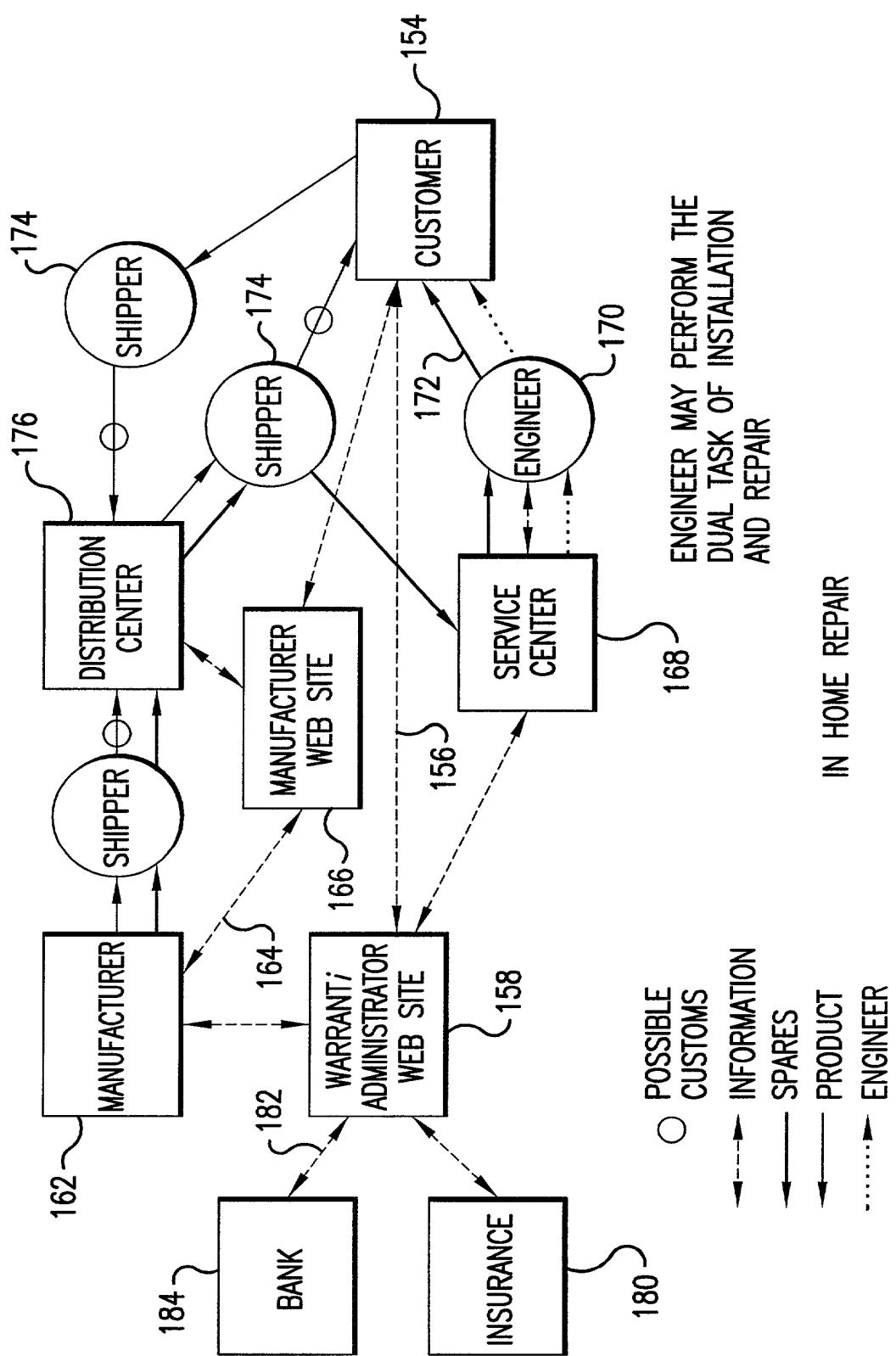


FIG. 14

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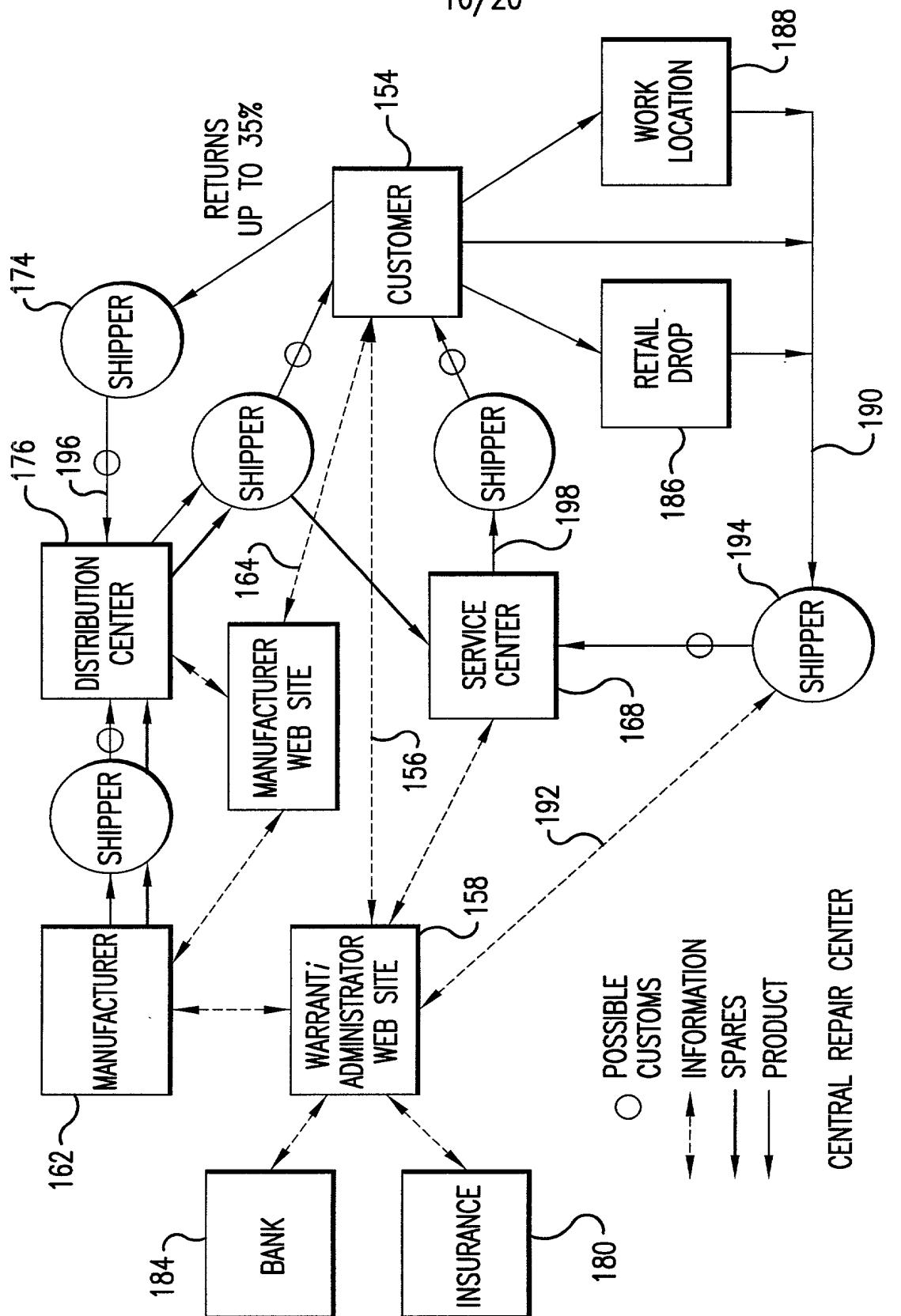


FIG. 15

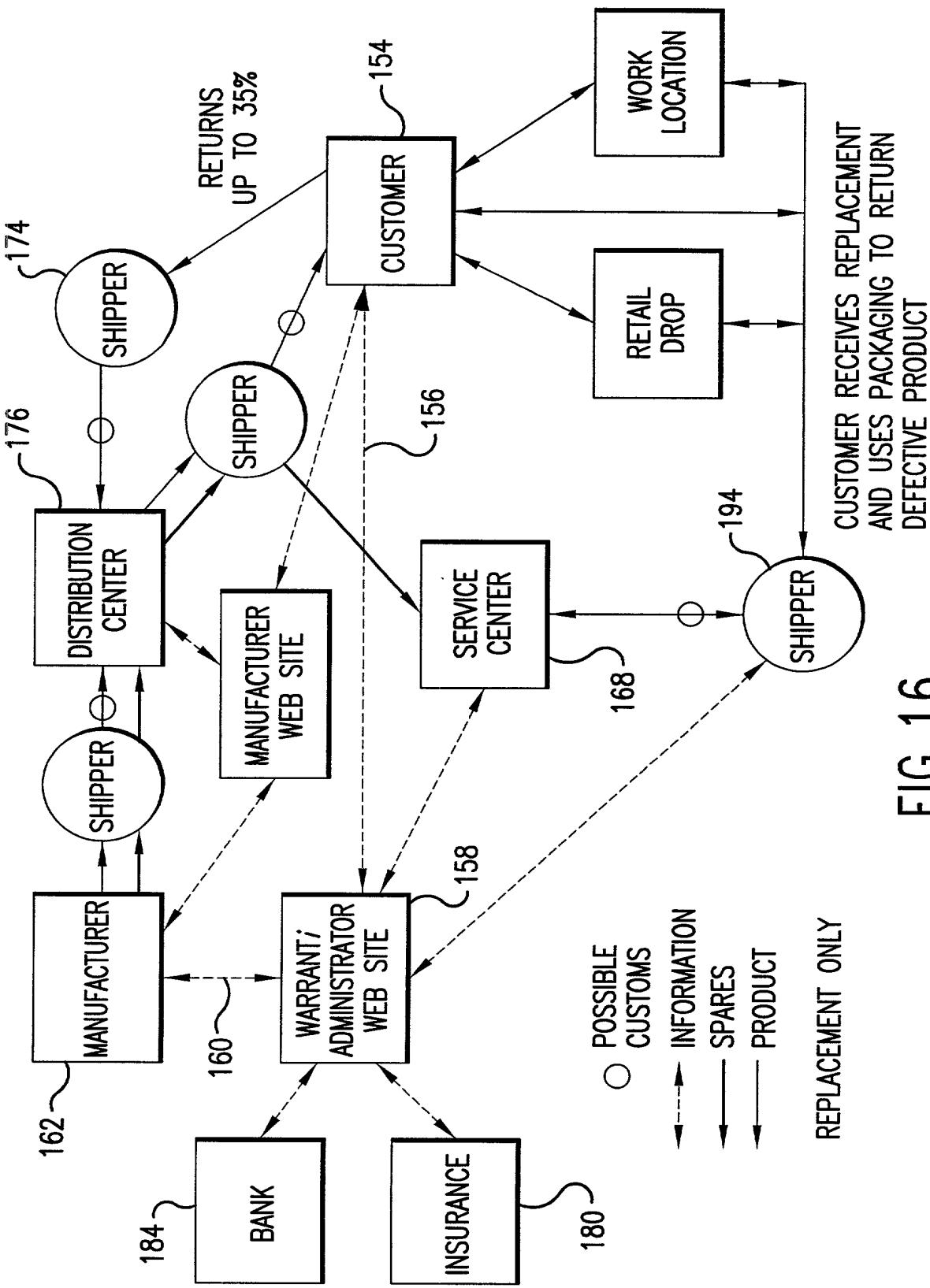


FIG. 16

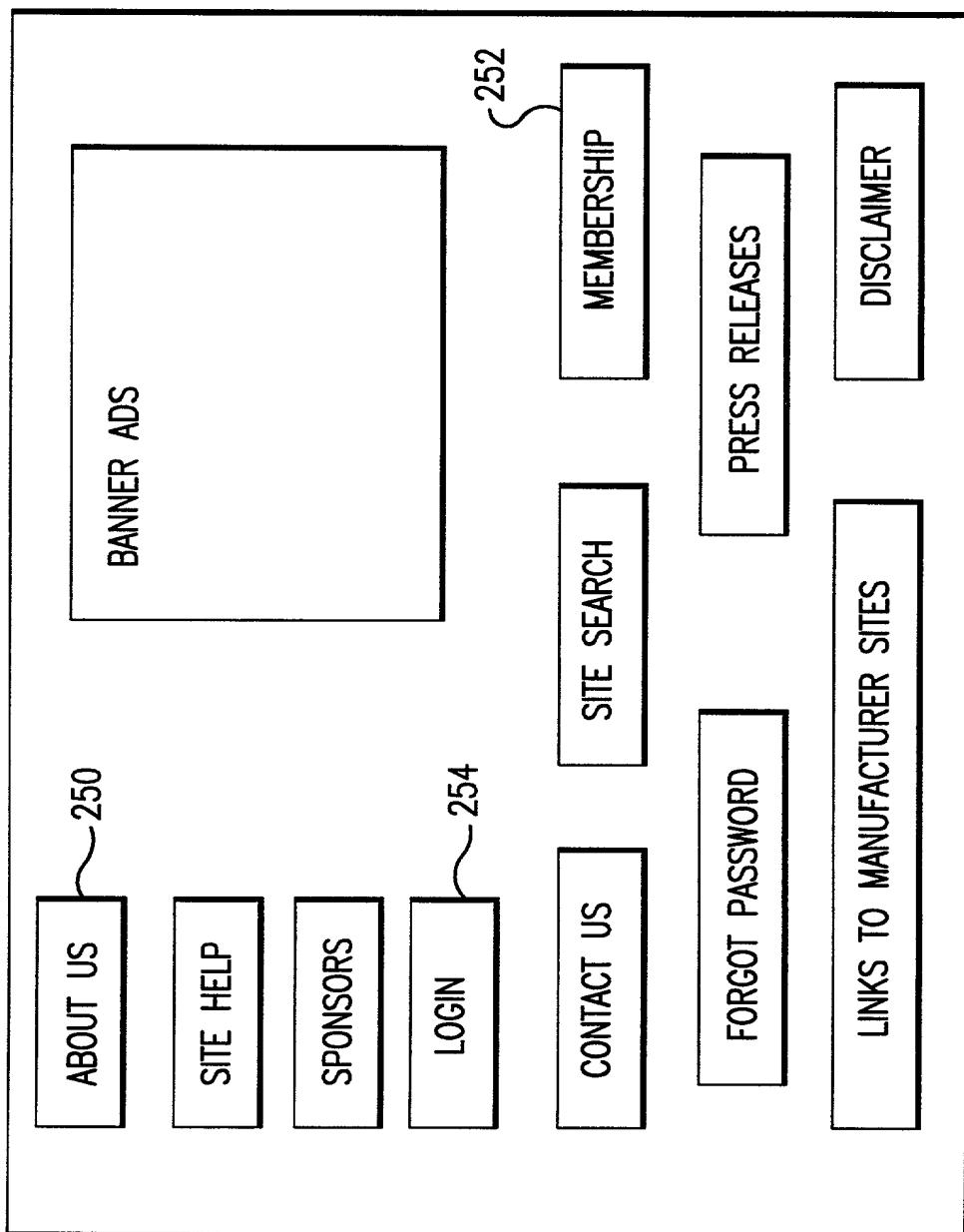


FIG. 17

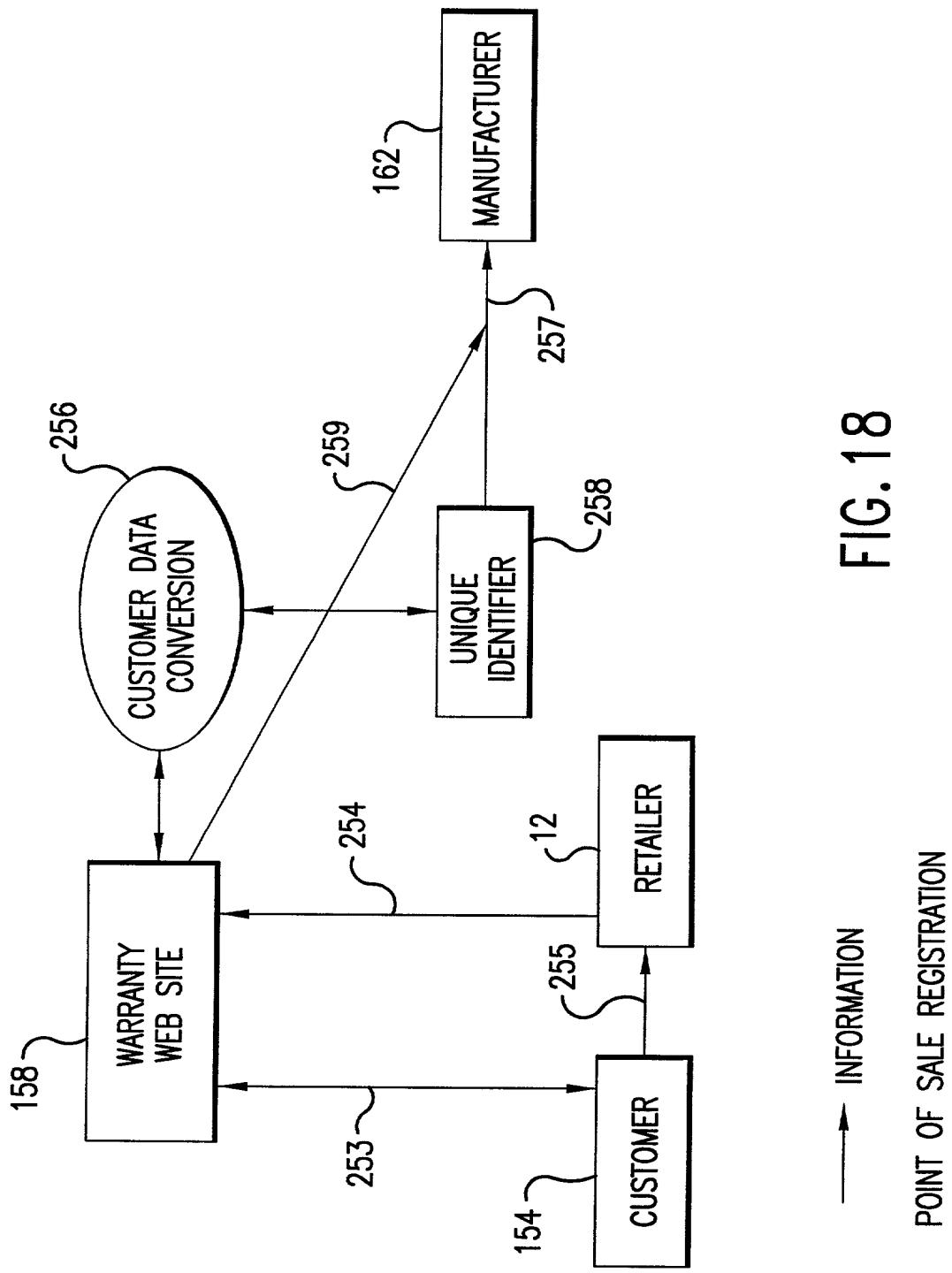


FIG. 18

POINT OF SALE REGISTRATION

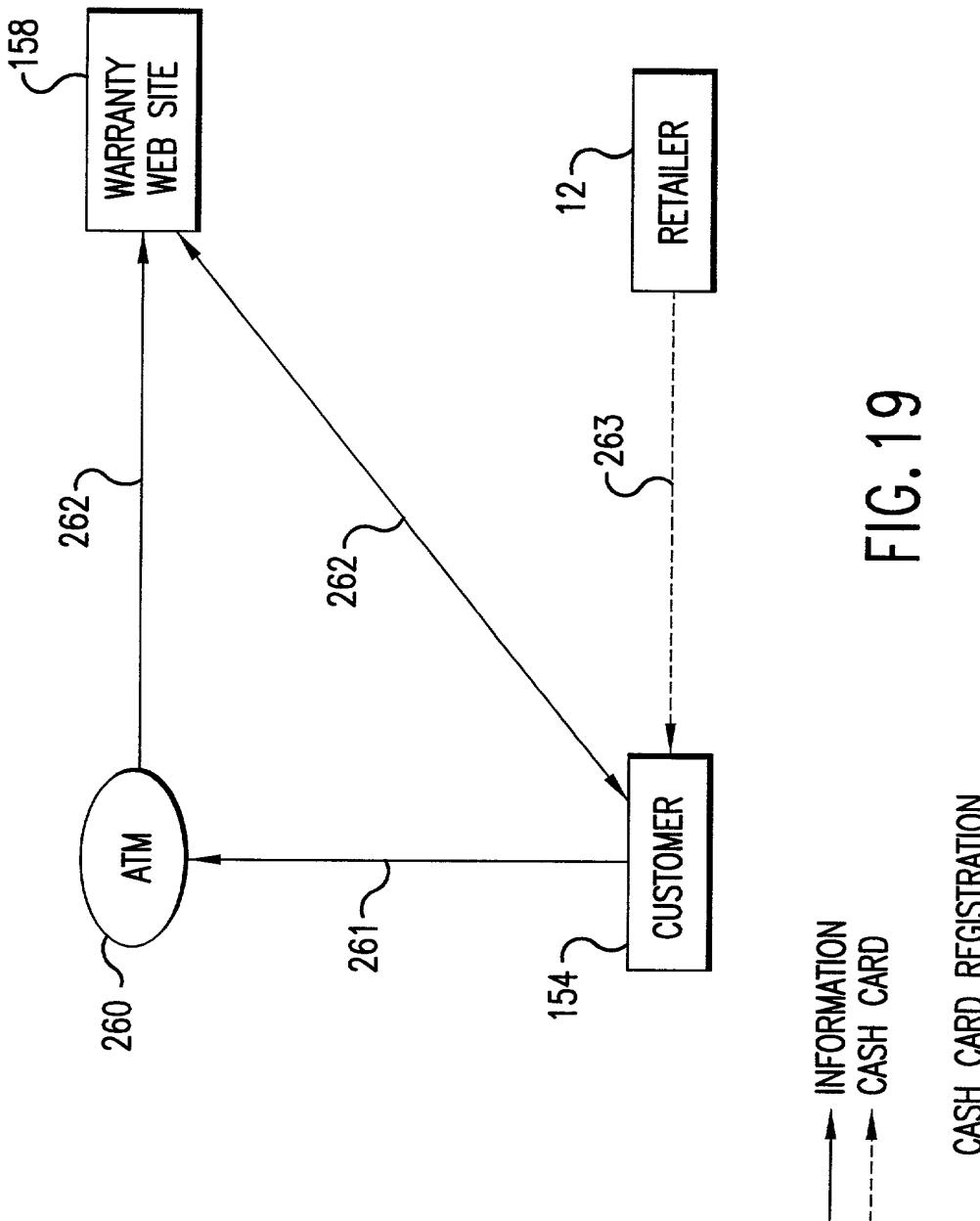


FIG. 19

CASH CARD REGISTRATION